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ivr "call routing"

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P Natarajan, R Prasad, B Suhm, D McCarthy - Proceedings of the ICSLP - data.cstr.ed.ac.uk

... the business case, optimizing performance, and proving the benefit of natural language **call routing**. This process is based on quantifying **IVR** benefit in terms ...

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Interactive voice response system with call trainable routing - all 3 versions »

BL Hanson - US Patent 6,016,336, 2000 - Google Patents

... 20, but if the associated caller has not called the facility 9 within the predetermined time, certain automatic **call routing** features of the **IVR** system 10 may ...

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Agent-level network call routing - all 3 versions »

A Miloslavsky - US Patent 5,946,387, 1999 - Google Patents

... In other embodiments the call center, and other similar call centers are all part of a **call routing** system wherein calls are routed from Service Control Points ...

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Escalatory reactive call routing - all 6 versions »

A Miloslavsky - US Patent 6,104,801, 2000 - Google Patents

... [54] [75] [73] [*] **ESCALATORY REACTIVE CALL ROUTING** Inventor: Alec Miloslavsky, San Carlos, Calif. ... 509 51 1 Page 6. 6,104,801 **ESCALATORY REACTIVE CALL ROUTING** ...

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Selective screening of incoming calls for cellular telephone systems - all 3 versions »

BW Partridge III - US Patent 5,473,671, 1995 - Google Patents

... The **IVR** system may include a voice recognizer or a DTMF decoder which ... of an incoming caller identity, the cellular telephone sending a **call routing** message to ...

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Statistically-predictive and agent-predictive call routing - all 6 versions »

A Miloslavsky - US Patent 5,940,497, 1999 - Google Patents

... [45] Date of Patent: [54] **STATISTICALLY-PREDICTIVE AND AGENT- PREDICTIVE CALL ROUTING** ...

STATISTICALLY-PREDICTIVE AND AGENT- PREDICTIVE CALL ROUTING ...

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A study on natural language call routing - all 3 versions »

CH Lee, R Carpenter, W Chou, J Chu-Carroll, W ... - ... Voice Technology for Telecommunications Applications, 1998. ..., 1998 - [ieeexplore.ieee.org](#)

... 1) it attempts to eliminate the need for a lengthy **IVR** menu; (2 ... 4) all the parameters of the language models for speech recognition, **call routing** and dialogue ...

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[Apparatus and methods enhancing call routing to and within call centers - all 3 versions »](#)

D Gisby, A Miloslavsky - US Patent 6,064,667, 2000 - Google Patents

... [54] APPARATUS AND METHODS ENHANCING **CALL ROUTING** TO AND WITHIN CALL CENTERS ... APPARATUS

AND METHODS ENHANCING **CALL ROUTING** TO AND WITHIN CALL CENTERS ...

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[Language Modeling for Content Extraction in Human-Computer Dialogues - all 4 versions »](#)

W Reichl, B Carpenter, J Chu-Carroll, W Chou - International Conference on Spoken Language Processing (..., 1998 - users.cs.dal.ca

... tone based interactive voice-response (**IVR**) system and/or human operators. Our goal is to provide a spoken dialogue-based automated **call routing** system with ...

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[Internet network call center - all 2 versions »](#)

RW Petrunka, PJ Dagert - US Patent 6,122,364, 2000 - Google Patents

... ACD server 1120 to control **call routing**. ACD server 1120 includes a computer with an Ethernet or Ethernet-equivalent data connection to HLS 1110, **IVR** 1130, VoIP ...

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[J Mundt](#)
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[... system and method for interconnecting a voice message system and an interactive voice response ... - all 3 versions »](#)

R Irribarren - US Patent 5,349,636, 1994 - Google Patents

... INTERFACE SYSTEM AND METHOD FOR INTERCONNECTING A VOICE MESSAGE SYSTEM AND AN

INTERACTIVE VOICE RESPONSE SYSTEM Inventor: Roberto Irribarren, Fremont, Calif. ...

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[System and method for graphically displaying and navigating through an interactive voice response ... - all 3 versions »](#)

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[Validation of daily self-reported alcohol consumption using interactive voice response \(IVR\) ... - all 2 versions »](#)

MW Perrine, JC Mundt, JS Searles, LS Lester - J Stud Alcohol, 1995 - ncbi.nlm.nih.gov

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JS Searles, JE Helzer, GL Rose, GJ Badger - J Stud Alcohol, 2002 - ncbi.nlm.nih.gov

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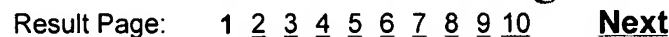
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Donna Porter, Tuckahoe; Lawrence D. Weiss, Skaneateles, both of NY ...

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